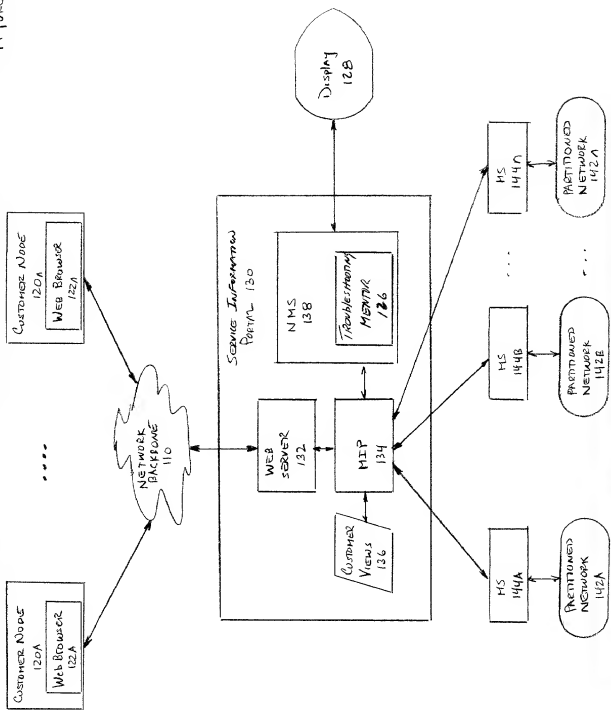


Figure 1



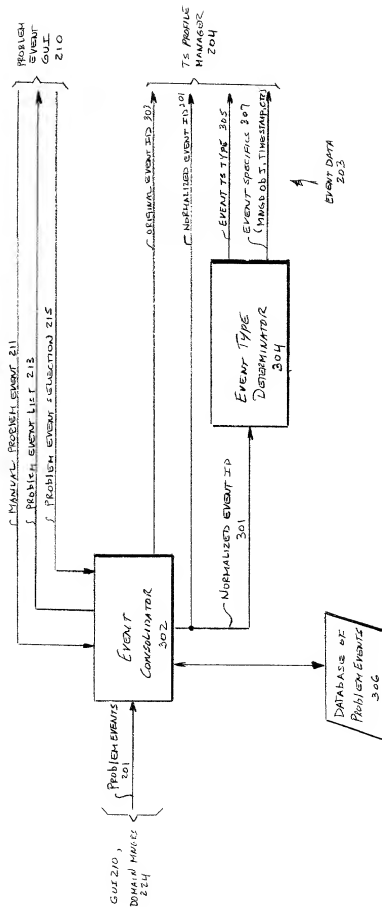


Figure 3

PROBLEM EVENT
PROCESSING
202

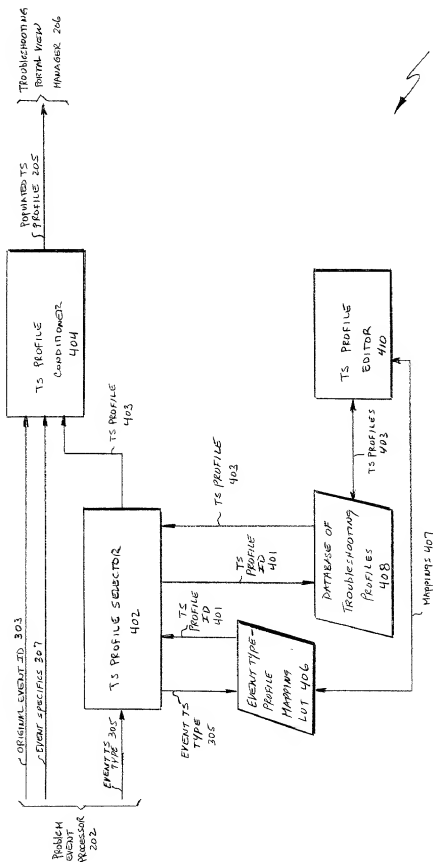


FIGURE 4

Troubleshooting Profile
MANAGER
206



Populated TS Profile ZOS

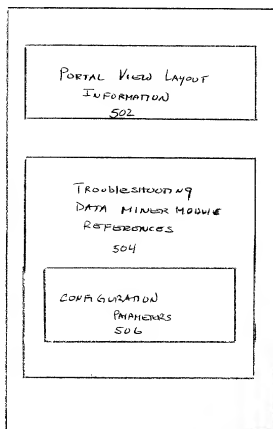


FIGURE 5

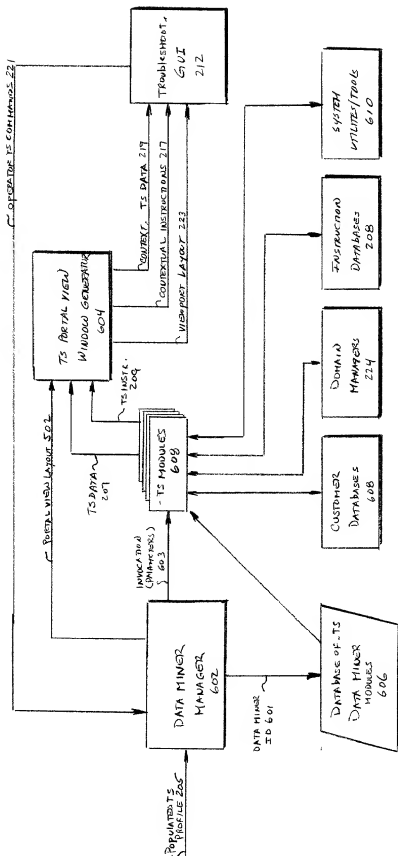


FIGURE 6

TRoubleshooting
DATA MINER MANAGER
206

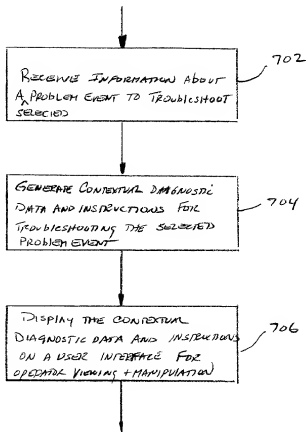


FIGURE 7

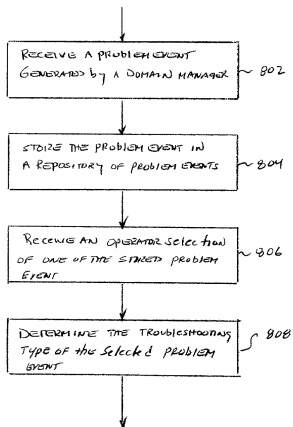


FIGURE 8

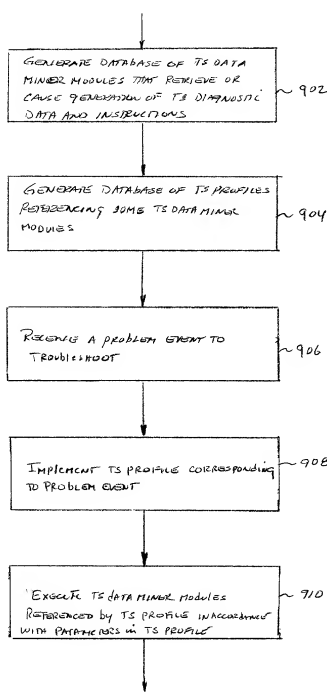
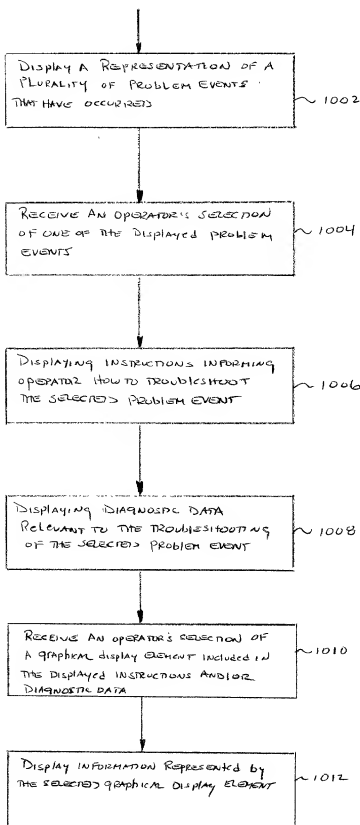


FIGURE 9

FIGURE 10



22-141 50 SHEETS
22-142 100 SHEETS
22-144 200 SHEETS



FIGURE 12A

FIGURE 12B

FIGURE 12C

FIGURE 12D

FIGURE 12E

FIGURE 12F

TS PROFILE 1200

FIGURE 12

TS PROFILE 1200

```

1 | d<?xml version="1.0" encoding="UTF-8"?>
2 | <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3 | <PortalView
4 |   colorScheme="/OvSipDocs/styles/default.css"
5 |   defaultSheetID="Troubleshoot" refreshRate="3600"
6 |   showDateTime="yes" showUserName="yes"
7 |   userName="Any User">
8 |   <Sheet id="Troubleshoot" title="Connectivity
9 |   Troubleshooting">
10 |     <Column width="narrow">
11 |       <ModuleInstance
12 |         classid="com.hp.ov.portal.modules.service.SvcCardServ
13 |         let" display="yes" rollupState="down" id="my6"
14 |         help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 |         title="Impacted Services">
16 |           <ServiceCard details="no" server="bacchusn">
17 |             <ServiceRef name="email"/>
18 |           </ServiceCard>
19 |         </ModuleInstance>
20 |       <ModuleInstance
21 |         classid="com.hp.ov.portal.modules.ovgeneric"
22 |         display="yes"
23 |         help="/OvSipDocs/C/help/examples/integ.html"
24 |         id="Generic100" rollupState="down" title="Impacted
25 |         Customers">
26 |           <Generic>
27 |             <Submodule>
28 |               <TitleBar title="Gold Customers"/>
29 |               <EmbeddedHtml
30 |                 data="&lt;strong&gt;VIC1&lt;/strong&gt;"/>
31 |             </Submodule>
32 |             <Submodule>
33 |               <TitleBar title="Silver Customers"/>

```

Header 1202

VIEW WINDOW
ATTRIBUTES
1204

TS MODULE
REFERENCE
1206 A

TS HOWTO REFERENCE
1206 B

FIGURE 12A

TS PROFILE 1200

```

34 |         <EmbeddedHtml
35 | data="&lt;strong&gt;Cust1&lt;br&gt;Cust4&lt;br&gt;C
36 | ust6&lt;strong&gt;"/>
37 |         </Submodule>
38 |     </Generic>
39 | </ModuleInstance>
40 | <ModuleInstance
41 | classid="com.hp.ov.portal.modules.vpis" display="yes"
42 | help="/OvSipDocs/C/help/VPIS/VPISView.html"
43 | id="module9" rollupState="down" title="Internet
44 | Services">
45 |     <VPIS days="30" hours="1">
46 |         <ServiceType availability="yes"
47 | availabilityReport="no" name="IMAP4 - Email Service"
48 | responseTime="no" responseTimeComponents="no"
49 | serviceLevelViolations="yes"
50 | serviceLevelViolationsReport="no"/>
51 |     </VPIS>
52 | </ModuleInstance>
53 | <ModuleInstance
54 | classid="com.hp.ov.portal.modules.health"
55 | display="yes"
56 | help="/OvSipDocs/C/help/nmHealth/healthView.html"
57 | id="module25" rollupState="down" title="Network
58 | Health">
59 |     <NetworkHealth showRawData="no"
60 | showUnknown="no">
61 |         <Summary display="yes" displayDepth="3"
62 | id="Summary6" title="mailserver6.acme.com Health">
63 |             <Component href="#IfHealth" vital="no"
64 | weight="1"/>
65 |             <NodeSelection id="Servers" op="AND"
66 | title="Servers">
67 |                 <IPHostFilter op="OR">

```

TS MODULE
REF 1206B
(CONT)

TS MODULE
REF 1206C

TS MODULE
REF 1206D

Figure 12.13

```

68 |         <IPHost
69 | hostname="coleman.cnd.hp.com"/>
70 |         </IPHostFilter>
71 |         </NodeSelection>
72 |         </Summary>
73 |         </NetworkHealth>
74 |         </ModuleInstance>
75 |         <ModuleInstance
76 | classid="com.hp.ov.portal.modules.bookmarks"
77 | display="yes"
78 | help="/OvSipDocs/C/help/bookMark/bookmkView.html"
79 | " id="my1450" rollupState="down" title="Reports">
80 |         <Bookmarks>
81 |         <Entry
82 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
83 | service_history_yesterday/default.htm"
84 | target="bookmarkwin" title="Services"/>
85 |         <Entry
86 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
87 | service_severities/default.htm" target="bookmarkwin"
88 | title="Availability"/>
89 |         <Entry
90 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
91 | service_history_yesterday_horizontal/default.htm"
92 | target="bookmarkwin" title="Performance"/>
93 |         </Bookmarks>
94 |         </ModuleInstance>
95 |         </Column>
96 |         <Column width="wide">
97 |         <ModuleInstance
98 | classid="com.hp.ov.portal.modules.ovgeneric"
99 | display="yes" id="Trouble1" rollupState="down"
100 | title="Event Information">
101 |         <Generic>
102 |         <Submodule>

```

TS MODULE REF 1206 D (CONF)

TS MODULE REF 1206 E

TS MODULE REF 1206 F

Figure 12C

TS PROFILE 1200

```

103     <TitleBar title="Event Details"/>
104     <File displayFileInfo="no"
105     fileName="$SIP_HOME_DIRconf/share/events/detailsA
106     " stripHtmlHeader="no" type="text/html"/>
107     </Submodule>
108     <Submodule>
109         <TitleBar title="Event Description"/>
110         <File displayFileInfo="no"
111         fileName="$SIP_HOME_DIRconf/share/events/descript
112         ionA" stripHtmlHeader="no" type="text/html"/>
113         </Submodule>
114         <Submodule>
115             <TitleBar title="Event Instructions"/>
116             <File displayFileInfo="no"
117             fileName="$SIP_HOME_DIRconf/share/events/instructi
118             onsA" stripHtmlHeader="no" type="text/html"/>
119             </Submodule>
120         </Generic>
121     </ModuleInstance>
122     <ModuleInstance
123     classid="com.hp.ov.portal.modules.ovgeneric"
124     display="yes" id="Trouble2" rollupState="down"
125     title="Tools">
126         <Generic>
127             <Submodule>
128                 <TitleBar title="Ping"/>
129                 <File displayFileInfo="no"
130                 fileName="$SIP_HOME_DIRconf/share/events/ping"
131                 stripHtmlHeader="no" type="text/plain"/>
132             </Submodule>
133             <Submodule>
134                 <TitleBar title="Traceroute"/>
135                 <File displayFileInfo="no"
136                 fileName="$SIP_HOME_DIRconf/share/events/tracerou
137                 te" stripHtmlHeader="no" type="text/plain"/>

```

TS HOUDREF.

1206F
(CONT)

TS MODULE
REF 1206G

FIGURE 12D

TS PROFILE 1200

```

138     </Submodule>
139 </Generic>
140 </ModuleInstance>
141 <ModuleInstance
142 classid="com.hp.ov.portal.modules.alarms"
143 display="yes"
144 help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
145 id="module23" rollupState="down" title="Recent
146 Alarms">
147     <AlarmDisplay>
148     <CategoryDefName href="mailserver6.xml"/>
149     </AlarmDisplay>
150 </ModuleInstance>
151 <ModuleInstance
152 classid="com.hp.ov.portal.modules.topomap"
153 display="yes"
154 help="/OvSipDocs/C/help/NNM/mapsView.html"
155 id="module10" rollupState="down" title="Topology">
156     <TopologyMap drillDown="no"
157 showStatus="yes">
158     <Submap
159 href="ovw://islandia.cnd.hp.com/default/15.2.112.Segm
160 ent3"/>
161     <Submap object="mailserver6.xml">
162     </TopologyMap>
163 </ModuleInstance>
164 <ModuleInstance
165 classid="com.hp.ov.portal.modules.ovgeneric"
166 display="yes" id="Trouble3" rollupState="down"
167 title="Service Desk">
168     <Generic>
169     <Submodule>
170     <TitleBar title="Trouble Ticket"/>

```

TS MODULES
REF 1206G
(CONT)

TS MODULE
REF 1206H

TS MODULE REF
1206I

TS MODULE REF
1206J

FIGURE 12E

TS PROFILE 1200

```

171 |         <File displayFileInfo="no"
172 | fileName="$SIP_HOME_DIRconf/share/events/ticketA"
173 | stripHtmlHeader="no" type="text/html"/>
174 |         </Submodule>
175 |     </Generic>
176 | </ModuleInstance>
177 | </Column>
178 | </Sheet></PortalView>
  
```

TS MODULE
REF 12065
(CONT)

Figure 12F

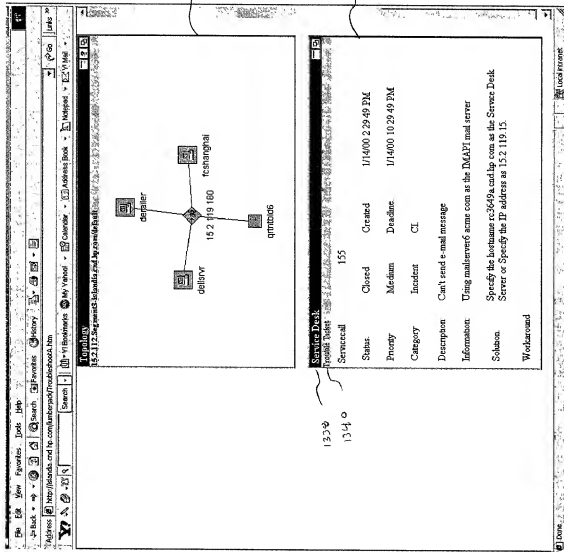


Figure 13C

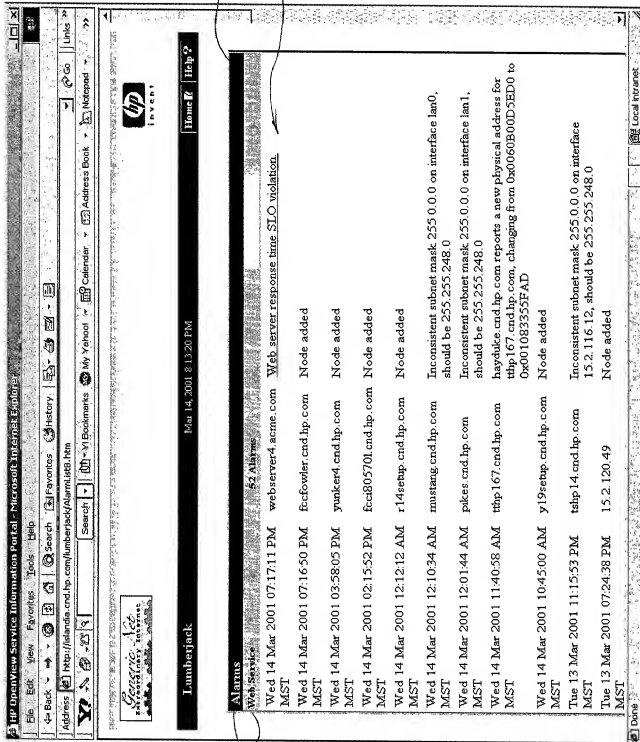


FIGURE 14

50 SHEETS
100 SHEETS
200 SHEETS

22-141
22-142
22-144



22-141
22-142
22-144

22-141
22-142
22-144

22-141
22-142
22-144

22-141
22-142
22-144

TS PROFILE 1500

FIGURE 15A
FIGURE 15B
FIGURE 15C
FIGURE 15D
FIGURE 15E
FIGURE 15F

FIGURE 15

```

1  <?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4  colorScheme="/OvSipDocs/styles/default.css"
5  defaultSheetID="Troubleshoot" refreshRate="3600"
6  showDateTime="yes" showUserName="yes"
7  userName="Any User">
8
9      <Sheet id="Troubleshoot" title="Troubleshoot">
10         <Column width="narrow">
11             <ModuleInstance
12 classid="com.hp.ov.portal.modules.service.SvcCardServ
13 let" display="yes"
14 help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 id="my6" rollupState="down" title="Impacted
16 Services">
17         <ServiceCard details="no" server="bacchusn">
18             <ServiceRef name="email"/>
19         </ServiceCard>
20     </ModuleInstance>
21     <ModuleInstance
22 classid="com.hp.ov.portal.modules.ovgeneric"
23 display="yes"
24 help="/OvSipDocs/C/help/examples/integ.html"
25 id="Generic100" rollupState="down" title="Impacted
26 Customers">
27         <Generic>
28             <Submodule>
29                 <TitleBar title="Gold Customers"/>
30                 <EmbeddedHtml
31 data="&lt;strong&gt;VIC2&lt;/strong&gt;"/>
32                 </Submodule>
33             </Generic>
34         </ModuleInstance>

```



```

35     <ModuleInstance
36     classid="com.hp.ov.portal.modules.vpis" display="yes"
37     help="/OvSipDocs/C/help/VPIS/VPISView.html"
38     id="module9" rollupState="down" title="Internet
39     Services">
40         <VPIS days="30" hours="1">
41             <ServiceType availability="no"
42             availabilityReport="no" id="module90" name="HTTP -
43             Web Pages" responseTime="yes"
44             responseTimeComponents="no"
45             serviceLevelViolations="yes"
46             serviceLevelViolationsReport="no"/>
47         </VPIS>
48     </ModuleInstance>
49     <ModuleInstance
50     classid="com.hp.ov.portal.modules.health"
51     display="yes"
52     help="/OvSipDocs/C/help/nmHealth/healthView.html"
53     id="module25" rollupState="down" title="Network
54     Health">
55         <NetworkHealth showRawData="no"
56         showUnknown="no">
57             <Summary display="yes" displayDepth="3"
58             id="Summary6" title="webserver4.acme.com Health">
59                 <Component href="#IfHealth" vital="no"
60                 weight="1"/>
61                 <Component href="#CiscoCpuUtil"
62                 vital="no" weight="1"/>
63                 <NodeSelection id="Routers" op="AND"
64                 title="Routers">
65                     <IPHostFilter op="OR">
66                         <IPHost
67                         hostname="coleman.cnd.hp.com"/>
68                     </IPHostFilter>
69                 </NodeSelection>

```

TS PROFILE 1500
↓

```
70         </Summary>
71     </NetworkHealth>
72     </ModuleInstance>
73     <ModuleInstance
74 classid="com.hp.ov.portal.modules.bookmarks"
75 display="yes"
76 help="/OvSipDocs/C/help/bookMark/bookmkView.html
77 " id="my1450" rollupState="down" title="Reports">
78         <Bookmarks>
79             <Entry
80 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
81 service_history_yesterday/default.htm"
82 target="bookmarkwin" title="Services"/>
83             <Entry
84 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
85 service_severities/default.htm" target="bookmarkwin"
86 title="Availability"/>
87             <Entry
88 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
89 service_history_yesterday_horizontal/default.htm"
90 target="bookmarkwin" title="Performance"/>
91         </Bookmarks>
92     </ModuleInstance>
93 </Column>
94 <Column width="wide">
95     <ModuleInstance
96 classid="com.hp.ov.portal.modules.ovgeneric"
97 display="yes" id="Trouble1" rollupState="down"
98 title="Event Information">
99         <Generic>
100             <Submodule>
101                 <TitleBar title="Event Details"/>
102                 <File displayFileInfo="no"
103 fileName="$SIP_HOME_DIRconf/share/events/detailsB
104 " stripHtmlHeader="no" type="text/html"/>
```

```

105     </Submodule>
106     <Submodule>
107         <TitleBar title="Event Description"/>
108         <File displayFileInfo="no"
109 fileName="$SIP_HOME_DIRconf/share/events/descript
110 ionB" stripHtmlHeader="no" type="text/html"/>
111     </Submodule>
112     <Submodule>
113         <TitleBar title="Event Instructions"/>
114         <File displayFileInfo="no"
115 fileName="$SIP_HOME_DIRconf/share/events/instructi
116 onsB" stripHtmlHeader="no" type="text/html"/>
117     </Submodule>
118 </Generic>
119 </ModuleInstance>
120 <ModuleInstance
121 classid="com.hp.ov.portal.modules.ovgeneric"
122 display="yes" id="Trouble2" rollupState="down"
123 title="Tools">
124     <Generic>
125         <Submodule>
126             <TitleBar title="Ping"/>
127             <File displayFileInfo="no"
128 fileName="$SIP_HOME_DIRconf/share/events/pingB"
129 stripHtmlHeader="no" type="text/plain"/>
130         </Submodule>
131         <Submodule>
132             <TitleBar title="Traceroute"/>
133             <File displayFileInfo="no"
134 fileName="$SIP_HOME_DIRconf/share/events/tracerou
135 teB" stripHtmlHeader="no" type="text/plain"/>
136         </Submodule>
137     </Generic>
138 </ModuleInstance>

```

```

139      <ModuleInstance
140      classid="com.hp.ov.portal.modules.vpis" display="yes"
141      help="/OvSipDocs/C/help/VPIS/VPISView.html"
142      id="module10" rollupState="down" title="Internet
143      Services">
144          <VPIS days="30" hours="1">
145              <ServiceType availability="no"
146              availabilityReport="yes" id="module100" name="HTTP
147              - Web Pages" responseTime="no"
148              responseTimeComponents="yes"
149              serviceLevelViolations="no"
150              serviceLevelViolationsReport="yes"/>
151          </VPIS>
152      </ModuleInstance>
153      <ModuleInstance
154      classid="com.hp.ov.portal.modules.alarms"
155      display="yes"
156      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157      id="module23" rollupState="down" title="Recent
158      Alarms">
159          <AlarmDisplay>
160              <CategoryDefName href="webserver4.xml"/>
161          </AlarmDisplay>
162      </ModuleInstance>
163      <ModuleInstance
164      classid="com.hp.ov.portal.modules.ovgeneric"
165      display="yes" id="Trouble3" rollupState="down"
166      title="Service Desk">
167          <Generic>
168              <Submodule>
169                  <TitleBar title="Trouble Ticket"/>
170                  <File displayFileInfo="no"
171                  fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172                  stripHtmlHeader="no" type="text/html"/>
173              </Submodule>

```

TS PROFILE 1500
↓

```
174         <Submodule>
175             <TitleBar title="Trouble Ticket"/>
176             <File displayFileInfo="no"
177 fileName="$SIP_HOME_DIRconf/share/events/ticketC"
178 stripHtmlHeader="no" type="text/html"/>
179         </Submodule>
180     </Generic>
181 </ModuleInstance>
182 </Column>
183 </Sheet></PortalView>
```

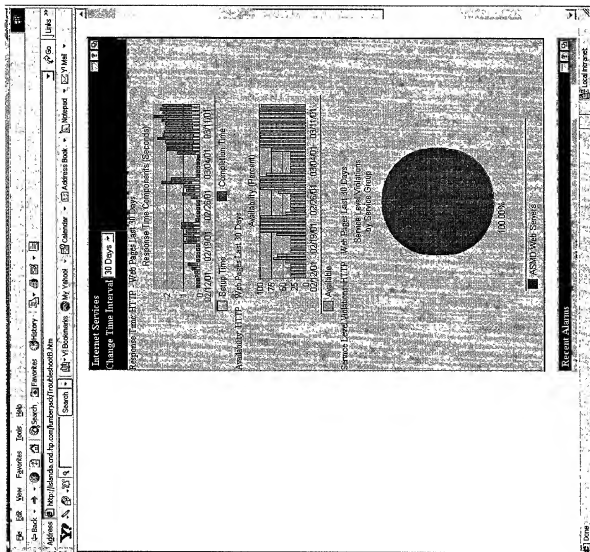



Figure 16c

[illegible]

Figure 16E